



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of: Lundy Lewis

Application No.: 09/577,232

Filed: May 23, 2000

For: *METHOD AND APPARATUS FOR SERVICE
ANALYSIS IN SERVICE LEVEL MANAGEMENT
(SLM)*

Attorney Docket No.: APB-022RCE

Art Unit: 2143

Examiner: ENGLAND, David E.

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Date: June 25, 2004

Signature: Christopher J. McKenna
(Christopher J. McKenna)

PRELIMINARY AMENDMENT

Dear Sir:

INTRODUCTORY COMMENTS

Prior to examination of the above-identified patent application, please amend the patent application as follows:

Amendments to the Claims are reflected in the listing of claims, which begins on page 2 of this paper.

Remarks/Arguments begin on page 11 of this paper.

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